Engineering Advisory 76074

Polycom® SoundStation Duo™ Support Restrictions in UC Software 4.0.1

This engineering advisory provides information about support restrictions for certain Polycom® SoundStation Duo™ conference phones that have been upgraded to Polycom UC Software (UCS) 4.0.1.

> This engineering advisory applies to SoundStation Duo phones with hardware revision F or later.

About the Issue

If a SoundStation Duo phone with hardware revision F or later has been upgraded to UCS 4.0.1 (build ID 4.0.1.13681), the receiving end in a PSTN call will experience audio issues that resemble a popping sound.

Identifying Affected Phones

SoundStation Duo phones with hardware revision F or later that have been upgraded to UCS 4.0.1 (build ID 4.0.1.13681), and operate in PSTN mode, have the issue. The issue does not occur when phones operate in SIP mode (this also includes Microsoft® Lync™). To see if your phone has the issue, locate the phone's hardware revision and software version.

Locating the Phone's Hardware Revision

The phone's hardware revision is on the back of the phone, above the barcode label and next to the serial number, as shown next. It is a single capital letter.
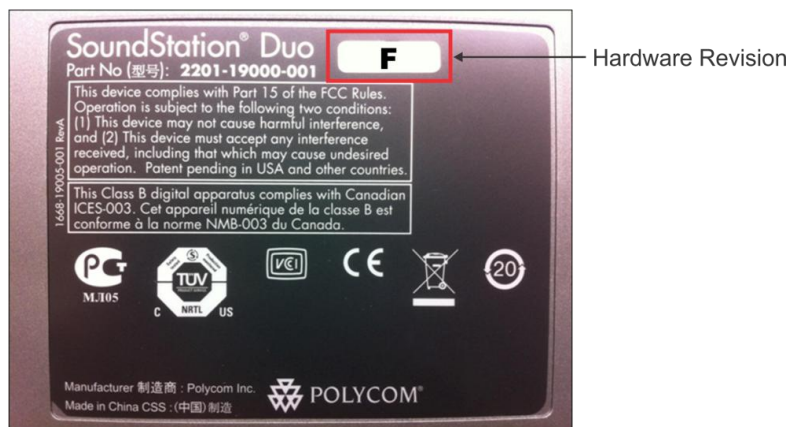
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Determining the Phone's Software Version

To find out the phone's software version, press (MENU) on your phone, and then select **Status** > **Platform** > **Application** > **Main**. Or, log in to the Polycom Web Configuration Utility for your phone. The Home page lists the UC Software version.

	Web Info: How to Use the Polycom Web Configuration Utility
	For information on using the utility, see the Polycom Web Configuration Utility User Guide.

Solution

To solve the problem, downgrade affected SoundStation Duo units to the original software version—UCS 4.0.0 Rev M for SoundStation Duo (build ID 4.0.0.27587). You can download the software to your phone using the Software Upgrade tool available from the Web Configuration Utility. Or, downgrade your phone using the provisioning server method. You can download UCS 4.0.0 Rev M for SoundStation Duo from the SoundStation Duo Support Web page.

The next software release will support SoundStation Duo phones with hardware revision F or later, and you will be able to upgrade your phones without any issues.

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